

MANAGEMENT ASSISTANT

GRADE: 16

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Management Assistant performs intermediate technical and administrative work to assist various divisions within a department. The work requires regular contacts within the Department and periodic contacts with other departments, outside agencies and the general public, seeking and supplying information on specialized matters, while coordinating activities between the divisions. While the work requires light physical effort, there is considerable mental effort and stress in meeting deadlines and completing projects. The incumbent participates with others in program development, service delivery and supervision of subordinate staff. The work is subject to general policy direction, practices and procedures, covered by precedents and general supervisory review.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Participates in planning, decision making and problem solving for the divisions.
- Assists in planning, coordinating, performing and implementing specific programs, projects, logistical support activities and special assignments.
- Assists in ensuring that high quality maintenance management services are provided.

- Monitors and coordinates policies and procedures necessary to ensure compliance with local, state and federal regulations.
- Coordinates various division activities with other departments as necessary.
- Assists in writing contract specifications and monitoring contract services and ensures they are renewed on a timely basis.
- Prepares and maintains financial records and reports.
- Monitors expenditures, disbursements, requisitions and contract payments.
- Assists with developing specifications and purchasing procedures.
- Researches, analyzes and prepares statistical data, reports, letters, memos and other correspondence and communicates on a variety of subject matters to a variety of customers.
- Investigates and ensures satisfactory resolutions of citizen service requests.
- Assists in the ordering of equipment, materials and supplies for the divisions and maintenance of inventory.
- Assists in the review plans and specifications and to ensure compliance with division standards.
- Serves as a staff liaison with City employees, other departments, outside agencies, private groups and community organizations.
- Assists with safety and training programs for the division.
- May supervise, plan, schedule and assign work of subordinates.
- Assists in the development, coordination, implementation and tracking of the division operating budget for several cost centers.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an AA degree in Office Management, Business Administration or related field and four years of progressively responsible experience in project and program assistance preferably in a municipal government. Some supervisory experience preferred. A working knowledge of word processing, Internet research, Microsoft Word, Excel and Office computer programs is required. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- General knowledge of the philosophy, principles, objectives, and practices of the department.
- General knowledge of department practices and procedures.
- Knowledge of personnel management, procurement, and contracting principles.
- Knowledge of or ability to rapidly acquire knowledge of City government procedures and of the relationships between various City departments.

- Knowledge of methods, principles, and techniques associated with research, data collection and report preparation.
- Knowledge of and skill in the use of office equipment including word processing, data based computer programs Microsoft, Office, Word, and Excel.
- Ability to use the electronic time keeping (Kronos system).
- Ability to use the Hansen Work Order System.
- Ability to use the Advantage Financial System.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to make decisions recognizing established precedents and practices; and to use resourcefulness and tact in solving problems.
- Ability to establish and maintain effective and harmonious working relations with associates and persons contacted in the course of the job.
- Ability to supervise office operations and support staff.